

**GENERAL CERTIFICATE OF SECONDARY EDUCATION
 INFORMATION AND COMMUNICATION TECHNOLOGY**

ICT B (Higher Tier)

THURSDAY 17 JANUARY 2008

Morning
 Time: 1 hour 30 minutes

Candidates answer on the question paper

Additional materials (enclosed): Insert 2380/1 & 2/PRE

Additional materials (required):

Flowchart stencil

Candidates pre-prepared materials



* G U E / I 3 9 4 3 5 *

Candidate
Forename

Candidate
Surname

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Do **not** write outside the box bordering each page.
- Write your answer to each question in the space provided.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **80**.
- No marks will be awarded for using brand names of software packages or hardware.

FOR EXAMINER'S USE

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9	
10	
TOTAL	

This document consists of **12** printed pages and an Insert.

2

- 1 State the type of software that you would recommend for each of the tasks shown in the table below.

You should state the type of software that would perform the task most efficiently.

Do not use brand names.

Task	Type of software
To view pages on the Internet	
To develop a website	
To modify an image	
To calculate the cost of a holiday	
To produce a poster	

[5]

- 2 Part of the database used by Exotic Holidays is shown in the table below.

Customer Number	Holiday Code	Title	Surname	First Name	Address line 1	Address line 2	Post code
10436	SP1	Mr	Smith	John	17 Bridge Road	Wordsworth	WW4 8LP
10766	SP1	Ms	Cushing	Sally	123 North Road	Wordsworth	WW1 2DP
10145	BR1	Miss	Williams	Noreen	19 Green Road	Belfort	BB5 9EL
10682	CU3	Mr	Smith	John	9 Acacia Avenue	Wordsworth	WW3 8RD
10337	BR1	Mrs	Lee	Kim	5 Elm Avenue	Williamsville	WV7 3BR

- (a) Explain why the Customer Number field is needed.

.....
.....[2]

(b) (i) State **one** field where a look-up check could be used for data entry.

.....[1]

(ii) Explain the strengths **and** limitations of using a look-up check for this field.

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.....[3]

Part of the Exotic Holidays' customer web registration form is shown below. A number of customers enter their correct name but then enter '**over 21**' in the age field.

Surname	
Forename	
Age	

(c) Describe the system that Exotic Holidays could use to prevent customers from entering data other than an actual age in this field.

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.....[4]

- (d) Exotic Holidays stores confidential information about customers on its computer system. This information is accessed by staff from home over the Internet. Exotic Holidays wishes to prevent unauthorised people from gaining access to this data.

Explain the security methods that could be used.

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.....[4]

- (e) Describe **four** procedures that Exotic Holidays must follow to comply with the Data Protection Act. You must relate your answers to the Exotic Holidays customer database.

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.....[4]

3 Exotic Holidays communicates with customers electronically.

(a) Tick **each** of the statements below to show whether they are **true** or **false**

Statement	True	False
When you send an email, it can be automatically saved on your system		
When you take part in a chat a record is saved on your system		
When you send an email both people have to be on-line at the same time		
When you take part in an instant messaging discussion, all participants have to be on-line at the same time		
A chat is a real-time on-line conversation between many computer users		
On-line discussion forums are designed to build on-line communities of people with similar interests.		

[6]

(b) Give **four** safety guidelines for people to follow when using on-line chat rooms.

Guideline 1

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Guideline 2

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Guideline 3

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Guideline 4

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[4]

Exotic Holidays' staff work from home using computers.

- 4 Design a health and safety poster for Exotic Holidays' staff to display at home. Your poster must advise staff on health and safety issues when using computers.

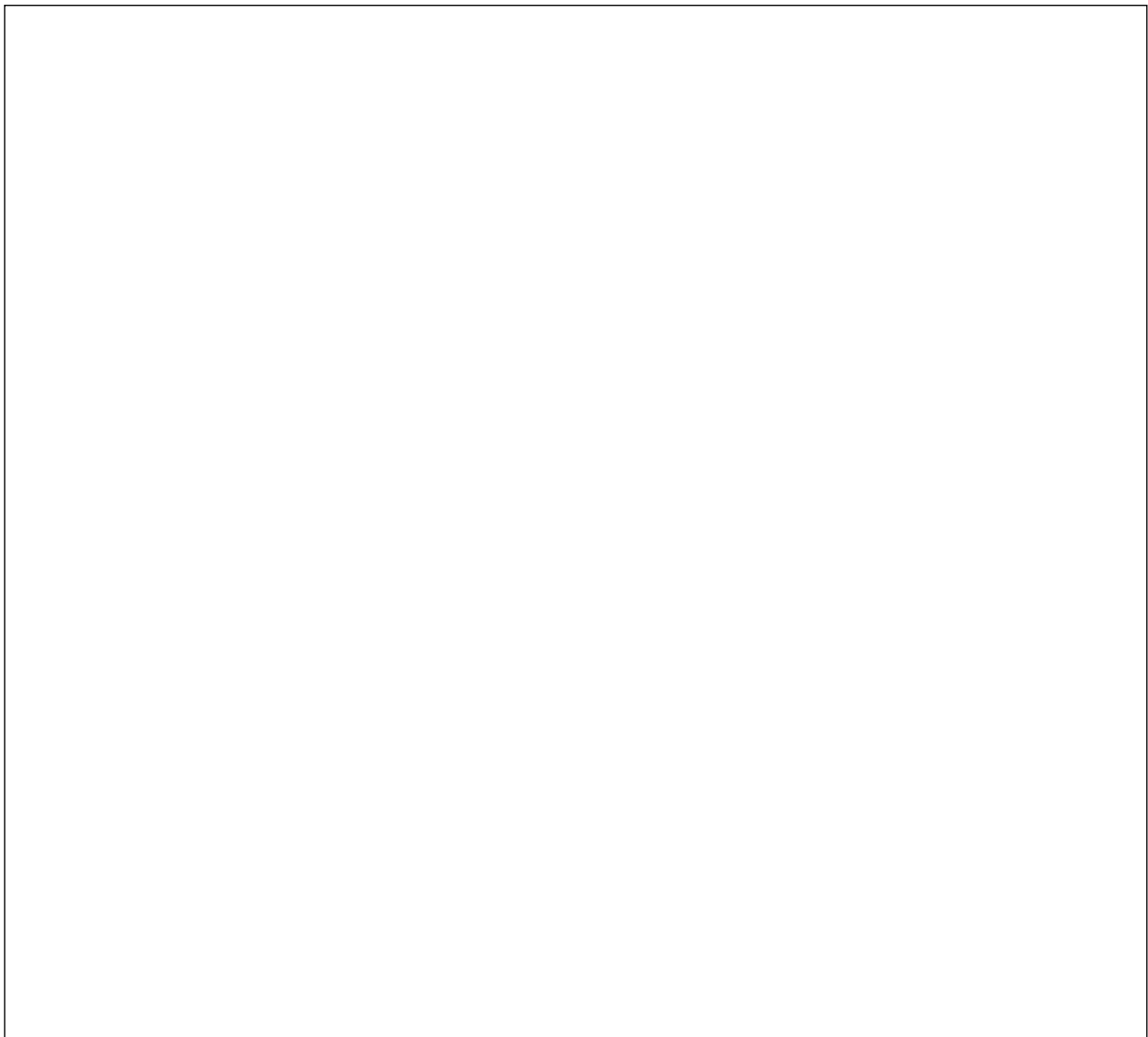
Your poster should focus upon the **three** main headings listed below:

- correct posture
- correct use of input/output devices
- Repetitive Strain Injury (RSI).

You should add **two** important safety points for each heading.

Marks will be awarded for:

- layout of poster using all the space provided
- suitability of design
- inclusion of important safety points.



[8]

5 Before customers book holidays on-line they should evaluate the suitability of the holiday website.

For each of the headings below give two points that a customer should consider when checking the suitability of a holiday website.

Usability

1

2

Bias

1

2

Content

1

2 [6]

6 Exotic Holidays uses digital photographs to show customers its holiday destinations. Graphics software can be used to modify these photographs.

Describe how travel companies can break the law if they modify photographs.

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..... [4]

7 The staff at Exotic Holidays work from home using computers and the Internet.

Discuss the advantages **and** disadvantages of Exotic Holidays' staff working from home.

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.....[6]

8 Exotic Holidays is looking for a new service provider to host its website. The table below shows the initial analysis of five providers.

Using the data in the table and the needs of the company, recommend a provider.

Discuss the benefits and drawbacks of your chosen provider to Exotic Holidays when compared to the other providers.

Provider	Speed of web access	Storage size	Security	Ease of use	Cost	Integration with a database
A	9	10	2	9	5	7
B	9	9	9	9	3	1
C	10	8	6	8	9	10
D	2	10	5	5	5	5
E	5	6	6	4	8	9

10 = best
1 = worst

Provider chosen

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Reason

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..... [9]

- 9 Exotic Holidays communicates with people around the world by email. Many different languages are used in different countries.

Discuss the benefits and drawbacks of using translation software to help with communication between people who speak different languages.

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.....[4]

10 Design a booking page for the Exotic Holidays' website.

You should annotate your design to show the key elements.

Marks will be awarded for:

- suitability of layout
- inclusion of key elements
- annotation.

A large empty rectangular box with a thin black border, intended for the student to draw and annotate their website booking page design.

[10]

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